Online Shopping System (Shopee)

Use-Case Specification: Customer Service

Version 1.0

Revision History

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Use-Case Specification: Customer service

# Customer service

## Brief Description

## 1.1.1. Chat with shopee:

This use-case allows user to chat with shopee.

## 1.1.2 Chat with the seller:

This use-case allows user to chat with the seller.

## Flow of Events

## Basic Flow

## 2.1.1. Chat with shopee:

## - User clicks on “Me” button.

- Click on “Talk to shopee” button.

- User chooses the thing they need support, a pop up will appear, user can follow the instruction:

+ Cancel product.

+ Shopee coin.

+ How to activate Shopee wallet.

Etc

- User can request a supporter by clicking on the “Supporter request” button, a pop up will appear asking whether you are a buyer or a seller:

+ A buyer chooses a problem that needs support and click on the “Support receive” button. A supporter will be connected to user.

+ A seller chooses a problem that needs support and click on the “Support receive” button. A supporter will be connected to user.

## 2.1.2. Chat with the seller:

## - User clicks on “Chat” button on the bottom right of the homepage.

- A chatbox will appear. In the chatbox, there are a chat area on the left and the name of the seller on the right.

- User can click on the “Show/hide” button to show or hide the chatbox.

- The right area includes the list of sellers (name, logo, etc).

+ User can use the searching bar to find the seller. They can click on the button next to the searching bar to choose how they want to search for the seller (all, not seen, pinned).

- The left area includes chat content. User can chat with texts, pictures or videos. They can view products of the seller.

+ User can click on the “Emotions” button to choose emotions to chat with.

# Special Requirements

## 2.1. Chat with shopee:

No Special Requirements

## 2.2. Chat with the seller:

No Special Requirements

# Preconditions

## 3.1. Chat with shopee:

No Precondition

## 3.2. Chat with the seller:

No Precondition

# Postconditions

## 4.1. Chat with shopee:

No Postcondition

## 4.2. Chat with the seller:

No Postcondition